



Loudoun County, Virginia

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Office of the County Administrator

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At a business meeting of the Board of Supervisors of Loudoun County, Virginia, held in the County Government Center, Board of Supervisors' Meeting Room, 1 Harrison St., S.E., Leesburg, Virginia, on Tuesday, March 15, 2005 at 9:30 a.m.

PRESENT: Scott K. York, Chairman
Bruce E. Tulloch, Vice Chairman
James G. Burton
James E. Clem
Eugene A. Delgaudio
Sally Kurtz
Stephen J. Snow
Mick Staton Jr.
Lori L. Waters

IN RE: PUBLIC SAFETY COMMITTEE REPORT/ PROPOSED AMENDMENTS TO
THE CODIFIED ORDINANCES OF LOUDOUN COUNTY /NEW CHAPTER
655 / FALSE ALARMS

Mr. Snow moved that the Board of Supervisors adopt a False Alarm Ordinance as reflected in Attachment 1 for enforcement of false alarms.

Mr. Snow further moved that the Board of Supervisors approve one Alarm Administrator position (S-2, 1.0 FTE) for the newly-created alarm control unit and approve BA500487 authorizing the necessary appropriation and revenue for the ordinance in FY 2005.

Seconded by Mr. Tulloch.

Voting on the Motion: Supervisors Burton, Delgaudio, Kurtz, Snow, Staton, Tulloch, Waters, and York - Yes; None – No; Supervisor Clem – Absent for the Vote.

COPY TESTE:

DEPUTY CLERK FOR THE LOUDOUN
COUNTY BOARD OF SUPERVISORS

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CHAPTER 655

False Alarms

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655.01 PURPOSE

(A) The purpose of this Ordinance is to encourage alarm users and alarm companies to properly use and maintain the operational effectiveness of alarm systems in order to improve the reliability of alarm systems and reduce or eliminate false alarms.

(B) This Ordinance governs alarm systems intended to summon law enforcement response, and requires registration, establishes fees, provides for penalties for violations, establishes a system of administration, and sets conditions for suspension of law enforcement response or revocation of registration.

655.02 DEFINITIONS

In this Ordinance the following terms and phrases shall have the following meanings:

(A) **Alarm Administrator:** a person or persons designated by the Sheriff to administer, control and review false alarm reduction efforts and administer the provisions of this Ordinance.

(B) **Alarm Installation Company:** A person in the business of selling, providing, maintaining, servicing, repairing, altering, replacing, moving or installing an alarm system in an alarm site.

(C) **Alarm Dispatch Request:** A notification to a law enforcement agency that an alarm, either manual or automatic, has been activated at a particular alarm site.

(D) **Alarm Site:** A single fixed premises or location served by an alarm system or systems. Each unit, if served by a separate alarm system in a multi-unit building or complex, shall be considered a separate alarm site.

(E) **Alarm System:** A device or series of devices, including, but not limited to, hardwired systems and systems interconnected with a radio frequency method such as cellular or private radio signals, which emit or transmit a remote or local audible, visual or electronic signal indicating an alarm condition and intended to summon law enforcement response, including local alarm systems. "Alarm system" does not include an alarm installed in a vehicle or on someone's person unless the vehicle or the personal alarm is permanently located at a site.

(F) **Alarm User:** Any person, who (which) has contracted for monitoring, repair, installation or maintenance service from an alarm installation company or monitoring company for an alarm system, or who (which) owns or operates an alarm system which is not monitored, maintained or repaired under contract.

(G) **Alarm User Awareness Class:** A class conducted for the purpose of educating alarm users about the responsible use, operation, and maintenance of alarm systems and the problems created by false alarms.

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(H) **Automatic Voice Dialer:** Any electrical, electronic, mechanical or other device capable of being programmed to send a prerecorded voice message, when activated, over a telephone line, radio or other communication system to the Loudoun County Emergency Communications Center.

(I) **Cancellation:** The process where response is terminated when a monitoring company (designated by the alarm user) for the alarm site notifies the responding law enforcement agency that there is not an existing situation at the alarm site requiring law enforcement response after an alarm dispatch request.

(J) **Conversion:** The transaction or process by which one alarm installation company or monitoring company begins the servicing and/or monitoring of a previously unmonitored alarm system or an alarm system previously serviced and/or monitored by another alarm company.

(K) **Duress Alarm:** A silent alarm system signal generated by the entry of a designated code into an arming station in order to signal that the alarm user is being forced to turn off the system and requires law enforcement response.

(L) **False Alarm:** An alarm dispatch request to the Loudoun County Sheriff's Office, when the responding Deputy finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the alarm site.

(M) **False Alarm Notification:** A Sheriff's Office form left at the site by a deputy that alerts the alarm user that their alarm system was activated and that a deputy did respond.

(N) **Holdup Alarm:** A silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress.

(O) **License:** A license issued by the Commonwealth of Virginia Department of Criminal Justice Services (DCJS) to conduct business as an alarm installation company and/or monitoring company.

(P) **Local Alarm System:** Any unmonitored alarm system that annunciates an alarm only at the alarm site.

(Q) **Monitoring:** The process by which a monitoring company receives signals from an alarm system and relays an alarm dispatch request to the Sheriff's Office for the purpose of summoning law enforcement to the alarm site.

(R) **Monitoring Company:** A person in the business of providing monitoring service.

(S) **One Plus Duress Alarm:** The manual activation of a silent alarm signal by entering at an arming station a code that adds one to the last digit of the normal arm/disarm code (e.g., normal code = 1234, one plus duress code = 1235)

(T) **Panic Alarm:** An audible alarm system signal generated by the manual activation of a device intended to signal a life threatening or emergency situation requiring law enforcement response.

(U) **Person:** An individual, corporation, partnership, association, school, government, organization or similar entity.

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(V) **Registration:** 1) Alarm User: Information submitted by the alarm user to the alarm administrator, which will activate Sheriff's Office response to an alarm site. 2) Alarm Business: Information provided by an alarm installation company or monitoring company to the alarm administrator, which will authorize the business to request Sheriff's Office response to an alarm.

(W) **Responder:** An individual capable of reaching the alarm site within one hour and having access to the alarm site, the code to the alarm system and the authority to approve repairs to the alarm system.

(X) **SIA Control Panel Standard CP-01:** The ANSI – American National Standard Institute approved Security Industry Association – SIA CP-01 Control Panel Standard, as may be updated from time to time, that details recommended design features for security system control panels and their associated arming and disarming devices to reduce the incidence of false alarms. Control panels built and tested to this standard by Underwriters Laboratory (UL), or other nationally recognized testing organizations, are marked to state: “Design evaluated in accordance with SIA CP-01 Control Panel Standard Features for False Alarm Reduction.”

(Y) **Suspension of Response:** The alarm administrator shall suspend law enforcement response to an alarm site by revoking the alarm registration if the alarm user has failed to pay any applicable fines, or has failed to renew the alarm registration.

(Z) **Takeover:** The transaction or process by which an alarm user takes over control of an existing alarm system which was previously controlled by another alarm user.

(AA) **Verify:** An attempt by the alarm company to verify every alarm signal, except a duress, panic or holdup alarm activation, by attempting to contact at least two (2) persons, designated by the alarm user, prior to requesting Sheriff's Office response to an alarm system signal.

(BB) **Zones:** Location of devices in which an alarm system is divided to indicate the general location from which an alarm system signal is transmitted.

655.03 REGISTRATION REQUIRED; APPLICATION; FEE; TRANSFERABILITY; FALSE STATEMENTS

(A) No Alarm User shall operate, or cause to be operated, an alarm system at its alarm site without a valid alarm registration. A separate alarm registration is required for each alarm site. Registrations should be submitted by the alarm user through the alarm company to the alarm administrator.

(B) No alarm installation company or monitoring company shall install or monitor any alarm system that is designed to elicit the response of the Sheriff's Office without a valid alarm company registration. Companies shall also maintain a valid license issued by the Virginia Department of Criminal Justice Services, proof of which shall be submitted with the company's initial registration.

(1)

(D) Upon receipt of a completed alarm registration application form, the alarm administrator shall register the applicant unless the applicant has:

(1) Failed to pay a fine assessed under **Appendix A-Fines and Fees.**

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- (2) Had an alarm registration for the alarm site suspended or revoked, and the violation causing the suspension or revocation has not been corrected.
- (E) Each alarm registration application must include the following information:
- (1) The name, complete address (including apartment/suite number), and telephone numbers of the person who will be the registration holder and responsible for the proper maintenance and operation of the alarm system;
 - (2) The classification of the alarm site as either residential (includes apartment, condominium, mobile home, etc.) or commercial; and the complete address (including apartment/suite number), and telephone numbers of the alarm site (if different from the registration holder.
 - (3) For each alarm system located at the alarm site, the classification of the alarm system (i.e. burglary, holdup, duress, panic alarms or other) and for each such classification whether the alarm is audible or silent;
 - (4) Mailing address, if different from the address of the alarm site;
 - (5) Any dangerous or special conditions present at the alarm site;
 - (6) Names and telephone numbers of at least two individuals who are able and have agreed to: (a) receive notification of an alarm system activation at any time; (b) respond to the alarm site within one hour at any time; and (c) upon request can grant access to the alarm site and deactivate the alarm system if necessary;
 - (7) Type of business conducted at a commercial alarm site;
 - (8) Signed certification from the alarm user stating the following:
 - (a) the date of installation, conversion or takeover of the alarm system, whichever is applicable;
 - (b) the name, address, and telephone number of the alarm installation company or companies performing the alarm system installation, conversion or takeover and of the alarm installation company responsible for providing repair service to the alarm system;
 - (c) the name, address, and telephone number of the monitoring company if different from the alarm installation company;
 - (d) that a set of written operating instructions for the alarm system, including written guidelines on how to avoid false alarms, has been left with the applicant by the alarm installation company; and
 - (e) That the alarm installation company has trained the applicant in proper use of the alarm system, including instructions on how to avoid false alarms.

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- (9) That law enforcement response may be influenced by factors including, but not limited to the availability of Sheriff's Office units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels, etc.

(F) Any false statement of a material fact made by an applicant for the purpose of obtaining an alarm registration shall be sufficient cause for refusal to issue a registration.

(G) An alarm registration cannot be transferred to another person or alarm site. An alarm user shall inform the alarm company of any change that alters any of the information listed on the alarm registration application within five (5) business days of such change. The alarm company in turn, has five (5) business days to update this information with the alarm administrator or face possible suspension of response from the Sheriff's Office until the new registration is received by the alarm administrator.

655.04 ALARM REGISTRATION DURATION AND RENEWAL

(A) An alarm user registration shall expire two years from the date of issuance, and must be renewed by submitting an updated application to the alarm administrator prior to expiration. If an alarm user fails to renew their registration, the alarm administrator shall send notice to the alarm user that they shall have ten (10) days following receipt of such notice to submit a renewal. Failure to submit a renewal may result in suspension of response.

(B) An alarm business registration shall expire one year from the date of issuance, and must be renewed by submitting an updated application to the alarm administrator prior to expiration. If an alarm business fails to renew their registration the alarm administrator shall send notice to the alarm business and shall have ten (10) days to submit a renewal. Failure to submit a renewal shall place the alarm business in violation of this Ordinance and the registration may be revoked.

655.05 DUTIES OF THE ALARM USER

(A) An alarm user shall:

- (1) Maintain the alarm site and the alarm system in a manner that will minimize or eliminate false alarms;
- (2) Make every reasonable effort to have a responder to the alarm system's location within one hour when requested by the law enforcement agency in order to:
 - (a) Deactivate an alarm system;
 - (b) Provide access to the alarm site; and/or
 - (c) Provide alternative security for the alarm site.
- (3) Not activate an alarm system for any reason other than an occurrence of an event that the alarm system was designed to report.

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- (B) An alarm user shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an alarm site will sound for no longer than ten minutes after being activated.
- (C) An alarm user shall have a licensed alarm installation company inspect the alarm system after three false alarms in a calendar year. The alarm administrator may waive a required inspection if he/she determines that a false alarm(s) could not have been related to a defect or malfunction in the alarm system. After six false alarms within a calendar year, the alarm user must have a licensed alarm installation company modify the alarm system to be more false alarm resistant or provide additional user training as appropriate.
- (D) An alarm user shall not use automatic voice dialers.
- (E) An alarm user shall maintain at each alarm site a set of written operating instructions for each alarm system.
- (F) All alarm users shall agree with their alarm installation company and/or monitoring company to go through an "acclimation period" for the first seven days after installation of an alarm system during which time the alarm installation company and/or monitoring company will have no obligation to and will not respond to any alarm signal from the alarm site and will not make an alarm dispatch request to law enforcement.

655.06 DUTIES OF ALARM INSTALLATION COMPANY AND MONITORING COMPANY

- (A) All alarm installation companies and alarm monitoring companies operating in Loudoun County must comply with all applicable state laws and register with the alarm administrator as set forth in 655.03 herein.
- (B) The alarm installation company shall provide written and oral instructions to all of its alarm users in the proper use and operation of their alarm systems. Such instructions will specifically include all instructions necessary to turn the alarm system on and off and to avoid false alarms.
- (C) It shall be the responsibility of the alarm installation company to supply the required registration forms to its users. The alarm installation company shall return completed user registration forms to the alarm administrator or designee. In cases of new installations, the alarm installation company shall not activate that system until the alarm administrator has received the user's registration. The alarm company has five (5) business days to forward any changes in their customer's registration forms to the alarm administrator after receipt of updated information.
- (D) Upon the effective date of this Ordinance, alarm installation companies shall not program alarm systems so that they are capable of sending one plus duress alarms. Monitoring companies may continue to report one plus duress alarms received from alarm systems programmed with one plus duress alarms prior to enactment of this Ordinance. However, upon the effective date of this Ordinance, when a takeover or conversion occurs or if an alarm user requests an alarm system inspection or modification pursuant to 655.05 (C) of this Ordinance, an alarm installation company must remove the one plus duress alarm capability from such alarm systems.
- (E) Upon the effective date of this Ordinance, no alarm installation companies shall thereafter install a single action, non-recessed button device which activates a holdup alarm.

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(F) Sixty-days after enactment of this Ordinance the alarm installation companies shall, on new installations, use only alarm control panel(s) that meets SIA Control Panel Standard CP-01.

(G) An alarm company shall not use automatic voice dialers.

(H) After completion of the installation of an alarm system, an alarm installation company employee shall review with the alarm user its customer false alarm prevention checklist or an equivalent checklist approved by the alarm administrator.

(I) The monitoring company shall not make an alarm dispatch request of a law enforcement agency in response to a burglar alarm signal, excluding panic, duress and holdup signals (only after a reasonable attempt has been made to verify the legitimacy of the alarm), during the first seven days following an alarm system installation. The alarm administrator may grant an alarm user's request for an exemption from this waiting period based upon a determination that special circumstances substantiate the need for the exemption.

(J) A monitoring company shall:

- (1) Report alarm signals by using telephone numbers designated by the alarm administrator;
- (2) Attempt to verify every alarm signal, except a duress or holdup alarm activation by attempting to contact at least two (2) persons, designated by the alarm user, before requesting a law enforcement response to an alarm system signal;
- (3) Communicate alarm dispatch requests to the Loudoun County Sheriff's Office in a manner and form determined by the alarm administrator;
- (4) Communicate cancellations to the Sheriff's Office in a manner and form determined by the alarm administrator;
- (5) Ensure that all alarm users of alarm systems equipped with a duress, holdup or panic alarm are given adequate training as to the proper use of the duress, holdup or panic alarm;
- (6) Communicate any available information (north, south, front, back, floor, etc.) about the location on all alarm signals related to the alarm dispatch request;
- (7) Communicate type of alarm activation (silent or audible, interior or perimeter);
- (8) Provide an alarm user registration number when requesting law enforcement dispatch;
- (9) After an alarm dispatch request, promptly advise the law enforcement agency if the monitoring company knows that the alarm user or the responder is on the way to the alarm site.
- (10) Attempt to contact the alarm user or responder within 24 Hours via mail, fax, telephone or other electronic means when an alarm dispatch request is made; and

- (11) Upon the effective date of this Chapter, monitoring companies must maintain records relating to alarm dispatch requests for a period of twelve (12) months from the date of each such request.. Records must include the name, address and telephone number of the alarm user, the alarm system zone(s) activated, the time of alarm dispatch request and evidence of an attempt to verify. The alarm administrator may request copies of such records for individually named alarm users. Records requested shall be made available within five working days after request has been made.

(K) An alarm installation company and/or monitoring company that purchases alarm system accounts from another person shall notify the alarm administrator of such purchase and provide details as may be reasonably requested by the alarm administrator.

655.07 DUTIES AND AUTHORITY OF THE ALARM ADMINISTRATOR

(A) The alarm administrator shall:

- (1) Designate a manner, form and telephone numbers for the communication of Alarm Dispatch Requests; and
- (2) Establish a procedure to accept Cancellation of Alarm Dispatch Requests.

(B) The Alarm Administrator shall establish a procedure to record such information on Alarm Dispatch Requests necessary to permit the Alarm Administrator to maintain records, including, but not limited to, the information listed below.

- (1) Identification of the registration number for the Alarm Site;
- (2) Identification of the Alarm Site;
- (3) Date and time Alarm Dispatch Request was received, including the name of the Monitoring Company and the Monitoring operator name or number;
- (4) Date and time of law enforcement officer arrival at the Alarm Site;
- (5) Zone and Zone description, if available;
- (6) Weather conditions;
- (7) Name of Alarm User's representative at Alarm Site, if any;
- (8) Identification of the responsible Alarm Installation Company or Monitoring Company;
- (9) Whether law enforcement officer was unable to locate the address of the Alarm Site; and

(10) Cause of alarm signal, if known.

(C) The Alarm Administrator shall establish a procedure for the notification to the Alarm User of a False Alarm. The notice shall include the following information:

- (1) The date and time of law enforcement response to the False Alarm;
- (2) The responding law enforcement agency; and
- (3) A statement urging the Alarm User to ensure that the Alarm System is properly operated, inspected, and serviced in order to avoid False Alarms and resulting fines.

(D) The Alarm Administrator may require a conference with an Alarm User and the Alarm Installation Company and/or Monitoring Company responsible for the repair or monitoring of the Alarm System to review the circumstances of each False Alarm.

(E) The Alarm Administrator may create and implement an Alarm User Awareness Class. The Alarm Administrator may request the assistance of Associations (formed to study and suggest solutions to various false alarm issues, etc.), alarm companies and law enforcement agencies in developing and implementing the class. The class shall inform Alarm Users of the problems created by False Alarms and how to avoid generating them.

(F) The Alarm Administrator may require an Alarm User to remove a Holdup Alarm that is a single action, non-recessed button, if false Holdup Alarms occur.

655.08 FINES

(A) An Alarm User shall be subject to fines, depending on the number of False Alarms within a calendar year based upon the schedule set forth in **Appendix A– Fines and Fees**.

(B) In addition, any Person operating a non-registered Alarm System will be subject to a fine set forth in **Appendix A – Fines and Fees** for each False Alarm in addition to any other fines. The Alarm Administrator may waive this additional fine for a non-registered system if the Alarm User submits an application for Alarm Registration within five (5) working days after of notification of such violation.

(C) If Cancellation occurs prior to law enforcement arriving at the scene, this is not a False Alarm for the purpose of fines, and no fines will be assessed.

(D) The Alarm Installation Company shall be assessed a fine as set forth **Appendix A – Fines and Fees** if the Deputy responding to the False Alarm determines that an on-site employee of the Alarm Installation Company directly caused the False Alarm. In this situation, the False Alarm will not be counted against the Alarm User.

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(E) The Alarm Installation Company shall be subject to a \$200.00 fine if the Alarm Administrator determines that an Alarm Installation Company employee knowingly made a false statement concerning the inspection of an Alarm Site or the performance of an Alarm System.

(F) With respect to fines of an alarm installation company or monitoring company, the alarm administrator may take into consideration whether the alarm company has engaged in a consistent pattern of violations.

(G) Notice of the right of Appeal under this ordinance will be included with any fines.

655.09 NOTIFICATION

(A) The Alarm Administrator shall notify the alarm user in writing of a false alarm. This notification may be sent by mail, E-mail or left at the site by the responding deputy(s). The notification shall include: a brief description of the alarm ordinance, fine structure, and a description of the appeals procedure available to the alarm user. This form will also contain the date and time of response, name of alarm user (if applicable), location address, and findings of the deputy who responded to the scene relating to the nature of the alarm.

(B) The alarm administrator will notify the alarm user and the alarm installation company or monitoring company in writing after alarm response has been suspended, except to duress, holdup and panic alarms. This notice of suspension will also include the amount of the fine for each false alarm and a description of the appeals procedure available to the alarm user and the alarm installation company or monitoring company.

(C) An alarm user will have thirty days to either pay the imposed fine or contest the fine by filing an appeal. If the alarm administrator has had no response from the alarm user in question, the alarm user shall then be notified that he or she is subject to being placed on a no-response list. The alarm user shall have ten (10) days to respond to this notice. If the alarm user has made no effort to respond to the alarm administrator by the end of the ten (10) day period, the alarm user shall be placed on a no-response status in accordance with 655.10.

655.10 SUSPENSION OF RESPONSE

(A) The alarm administrator may suspend law enforcement response to an alarm site by revoking the alarm registration if it is determined that:

- (1) The alarm user has failed to pay assessed fines or fees (**See Appendix A-Fines and Fees**);
- (2) There is a statement of a material fact known to be false contained in the application for a registration;
- (3) The alarm user has failed to submit a written certification from an alarm installation company that complies with the requirements of this chapter, stating that the alarm system has been inspected and repaired (if necessary) and/or the alarm installation company has conducted additional training.

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(B) A person commits an offense if he/she operates an alarm system during the period in which their alarm registration is revoked and is subject to enforcement and penalties set in **Appendix A- Fines and Fees**. A monitoring company commits an offense if it continues alarm dispatch requests to an alarm site after notification by the alarm administrator that the registration has been revoked and is subject to enforcement and penalties as set forth in **Appendix A-Fines and Fees**.

(C) Unless there is separate indication that there is a crime in progress, the Sheriff's Office may refuse to respond to an alarm dispatch request at an alarm site for which the alarm registration is revoked.

(D) If a fine has been imposed on an alarm user, alarm installation company or alarm monitoring company and neither a payment nor appeal has been received by the alarm administrator, a notice shall then be issued that the user or installation or monitoring company are subject to being placed on a no-response list. The user or companies shall thereafter have ten (10) days to respond to the notice, and if none is forthcoming, the alarm administrator may place the alarm user on a no-response status.

655.11 APPEALS

(A) If the alarm administrator assesses a fine or denies the issuance, renewal or reinstatement of an alarm registration, the alarm administrator shall send written notice of the action and a statement of the right to an appeal to the affected applicant or alarm user and the alarm installation company and/or monitoring company.

(B) The alarm user may appeal an assessment of a fine or the revocation of an alarm registration to the alarm administrator by setting forth in writing the reasons for the appeal. The appeal must be received by the alarm administrator along with the appeal filing fee (See Appendix A-Fines and Fees), within thirty (30) days after receipt of the fine or notice of revocation.

(C) Filing of a request for appeal and paying the appeal fee, shall stay the action by the alarm administrator revoking an alarm registration or requiring payment of a fine.

(D) The alarm administrator or a designee will review the appeal and provide a response based on the facts of the individual case. The appeal and the response from the alarm administrator will go to the Sheriff's Office Commander of Admin/Tech Division or his designee, for a decision.

655.12 REINSTATEMENT

(A) A person whose alarm registration has been revoked may, at the discretion of the alarm administrator, have the alarm registration reinstated if the person:

- (1) Submits a new application and pays a reinstatement fee as set forth in Appendix A - Fines and Fees;
- (2) Pays, or otherwise resolves, all outstanding fines; and

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- (3) Submits a certification from an alarm installation company stating that the alarm system has been inspected and repaired (if applicable) by the alarm installation company;

(B) In addition, the alarm administrator may require one or more of the following as a condition to reinstatement:

- (1) Proof that an employee of the alarm installation company or monitoring company caused the request for response to a false alarm;
- (2) A certificate showing that the alarm user has successfully completed an alarm user awareness class.
- (3) Upgrade the alarm control panel to meet SIA Control Panel Standard CP-01;
- (4) A written statement from an independent inspector designated by the alarm administrator that the alarm system has been inspected and is in good working order;
- (5) Confirmation that all motion detectors are “dual technology” type;
- (6) Confirmation that the alarm system requires two independent zones to trigger before transmitting an alarm signal to the monitoring company;
- (7) Confirmation that the alarm system requires two independent detectors to trigger before transmitting an alarm signal to the monitoring company;
- (8) Agreement from the monitoring company that it will not make an alarm dispatch request unless the need for law enforcement is confirmed by a video and/or listen-in device;
- (9) Agreement from the monitoring company that it will not make an alarm dispatch request unless the need for law enforcement is confirmed by a person at the alarm site.

655.13 CONFIDENTIALITY

In the interest of public safety, all information contained in and gathered through the alarm registration applications and applications for appeals shall be held in confidence by all employees or representatives of Loudoun County, within the constraints of applicable state law and by any third-party administrator or employees of a third-party administrator with access to such information.

655.14 GOVERNMENT IMMUNITY

Alarms registration is not intended to, nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained.

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By applying for an alarm registration, the alarm user acknowledges that law enforcement response may be influenced by factors such as: the availability of Sheriff's Office units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels and prior response history. The submission of an alarm registration does not guarantee law enforcement response to an alarm.

655.15 SEVERABILITY

The provisions of this Ordinance are severable. If a court determines that a word, phrase, clause, sentence, paragraph, subsection, section, or other provision is invalid or that the application of any part of the provision to any person or circumstance is invalid, the remaining provisions and the application of those provisions to other persons or circumstances are not affected by that decision.

Chapter 655
FALSE ALARMS

APPENDIX A

SECTION 1	ALARM INSTALLATION COMPANY REGISTRATION
SECTION 2	ALARM USER REGISTRATION AND RENEWAL
SECTION 3	FINES
SECTION 4	FALSE ALARM APPEAL PROCESS AND FILING FEE
SECTION 5	NOTIFICATIONS
SECTION 6	FUNDS

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SECTION 1 ALARM INSTALLATION COMPANY REGISTRATION

- 1.1 In the event an alarm installation company's registration has been revoked or suspended, a reinstatement fee of one hundred dollars (\$100.00) must accompany a reinstatement application.

SECTION 2 ALARM USER REGISTRATION AND RENEWAL

- 2.1 In the event an alarm user's registration has been revoked or suspended, a reinstatement fee of thirty-dollars (\$30.00) must accompany a reinstatement application.

SECTION 3 FINES

- 3.1 All alarm users must either pay a false alarm response fine due under Chapter 655.08 of the Codified Ordinances of Loudoun County (False Alarm Reduction) as set forth in the following tables, or appeal the false alarm under Chapter 655.11 , for each false alarm from the user's alarm system over 2 in a calendar year. The alarm user must either pay the imposed fine or contest the fine by using the appeals process within thirty days of receipt of a false alarm fine notice.

RESIDENTIAL FALSE ALARM RESPONSE FINES

FALSE ALARM SIGNAL OCCURENCE	FALSE ALARM RESPONSE FINE
1 ST	\$0.00
2 ND	0.00
3 RD	100.00
4 TH	150.00
5 TH	200.00
6 TH	250.00
7 TH	300.00
8 TH	350.00
9 TH	400.00
10 TH	500.00
11 TH	600.00
12 TH	700.00
13 TH	800.00
14 TH	900.00
15 TH	1000.00 each

An additional fine of \$100.00 applies to the first response and each subsequent response to a false alarm from an alarm system whose registration has expired. See Chapter 655.04 of the Codified Ordinances of Loudoun County.

COMMERCIAL FALSE ALARM RESPONSE FINES

FALSE ALARM SIGNAL OCCURENCE	FALSE ALARM RESPONSE FINE
1 st	\$0.00
2 nd	0.00
3 rd	100.00
4 th	200.00
5 th	300.00

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6 th	400.00
7 th	500.00
8 th	600.00
9 th	700.00
10 th	800.00
11 th	900.00
12 th	1000.00
13 th	1250.00
14 th	1500.00
15 th	1750.00
16 th	2000.00
17 th	2500.00
18 th	3000.00
19 th	3500.00
20 th	4000.00 each

An additional fine of \$100.00 applies to the first response and each subsequent response to a false alarm from an alarm system whose registration has expired. See Chapter 655.04 of the Codified Ordinances of Loudoun County.

SECTION 4 FALSE ALARM APPEAL FILING FEE

- 4.1 A filing fee of one hundred-dollars (\$100.00) must be included with any request for appeal. Failure to remit the fee will result in denial of the appeal.

SECTION 5 FUNDS

- 5.1 All fines and fees will be paid to the County of Loudoun and sent to the Treasurers Office to be receipted. The Treasurers Office will then be responsible for notifying the Alarm Administrator of the payments that have been received.